

Spring Management Team
Meeting Summary
April 4, 2012
5 South Last Chance Gulch, Helena, MT 59620

Team members present: Mike Ferriter, Cindy McKenzie, Ross Swanson, Pam Bunke, Cathy Redfern, Leroy Kirkegard, Diana Koch, Rhonda Schaffer, Steve Barry, John Daugherty, Jo Acton, and Bob Anez

Team members absent: Gayle Lambert (Ross Swanson attended in lieu of)

Staff members: Myrna Omholt-Mason

Guest: Greg DeWitt

Mike Ferriter opened the meeting at 8:30 a.m.

Mr. Ferriter complimented the team for their accomplishments during the last quarter. He expressed his appreciation on a job well done in securing a medical contract for Montana Women's Prison; it was a good team effort.

The format for future meetings has been changed. The Administrator's discussions will be the first agenda item and the team agreed with the change.

Administrator's Discussion:

Jo Acton

Ms. Acton discussed the distraction currently going on at MWP regarding allege staff misconduct. A certain segment of the population has been harassing an offender and the issue has overshadowed staff's efforts to get the offender population back on track. Mr. Kirkegard had several suggestions relative to offender discipline and dealing with media.

She thanked Laura Janes, Cathy Redfern, and Rhonda Schaffer for their efforts relative to the medical contract for the prison. Ms. Acton's administrative assistant has taken a one year temporary assignment as medical records secretary.

Ms. Acton thanked Mr. Kirkegard and his staff for their guidance in protocol concerning an offender death that recently happened at MWP.

Myrna Omholt-Mason

She asked the central office team members to remind their meeting planners to notify meeting attendees about paid parking or find free limited parking spots in the general area of the building.

Ms. Omholt-Mason thanked the team for their due diligence regarding responding to general public and offender letters. Most letters are returned prior to the due date.

When meeting cancellation notices are sent via Outlook, she reminded the team to click on "remove from calendar" to delete the meeting from their personal calendars.

John Daugherty

The employee service application will be added to OMIS as an on-line test modual on April 30. Mr. Daugherty stated that a small group of users will be

targeted to try the system. The new application may require changes in existing policies.

A new webmaster has been hired and will work with each division administrator to review the content of their respective division's narrative currently on the Internet. The Intranet will be updated to utilize the site for better communication with department staff.

He stated the department's Information Technology strategic plan is due by April 13th. Team members have sent him comments and they will be incorporated into the plan.

Mr. Daugherty proposed the idea of electronic messaging and visits via computer to the team. Mr. Kirkegard has had prior experience with companies that have contacted the department relative to electronic messaging and does not support the idea. Family/offender video visitation will be pursued further as the team agreed this would be beneficial and cost effective at \$9.95 for a 30 minute visit.

MWP and the Work and Reentry Center could be used as pilot sites for video visitation in the next nine months.

Cathy Redfern

Ms. Redfern's temporary assignment as Health Services Administrator will end June 15. She is finishing projects before moving back to her position as Health Services Manager at MSP.

A dentist and a psychiatrist have been hired at MSP. Ms. McKenzie asked if there is a possibility of having the psychiatrist do consulting at Riverside.

Diamond pharmacy was the successful candidate to continue supplying pharmacy services and a RFP for 3rd party coverage will be finalized.

Steve Barry

Mr. Barry reported that Derrick Sheppard has been hired as an investigator. He will join the Investigation bureau on April 23. He said the job of PREA coordinator was posted internally and will close on April 13th. One of the position's duties will be to manage the money the department receives under the federal PREA grant. There will be a national conference and details will be outlined as to the coordinator duties at that time. The national PREA conference will include staff from youth facilities as well as adult facilities. Central office will recruit soon for a Human Resource Specialist as the position is key to the Adult Community Corrections Division. The vacant Training Bureau Chief position will be an internal posting and will close on April 25. The distance learning specialist interviews are scheduled for April 16. This position will work with Ted Ward and Bill Barker relative to developing computer based training tracks.

Litigation cases are taking a toll on the department's attorneys relative to workload burnout. Risk Management is taking some of the cases and McKenzie Hannan has been working with the legal bureau on a pending trial. Adult Community Corrections has a monthly conference call with regional officers and the department attorney assigned to their division. The monthly meetings have helped reduce the calls to the attorney as questions can be asked and answered during the call. The need for administrative support for Ira Eakin in Billings was discussed. Ms. Bunke said she would talk with Billings P&P Regional Administrator John Williams about the possibility of job sharing one of his staff.

August 21-23 will be the Montana Correctional Assoc. annual convention held in Bozeman. The theme for this year's conference will be reentry. The department's

Top 50 managers meeting on August 21st will be held in conjunction with the MCA conference. The managers will discuss relationship building regarding a common vision for DOC. Correctional fatigue will also be a training track for the managers.

The paying of mandatory step increases for union employees is before a hearings officer and no decision has been reached.

Mr. Barry said that COOP training for the department has gone well relative to Phase One. The training bureau developed a good tutorial to help achieve the department's goal of completing Phase One by the end of the year.

Cindy McKenzie

Ms. McKenzie was congratulated by the team for her appoint as administrator of Youth Services Division.

A new principal is in the process of being hired for Pine Hills. There were 17 candidates and Superintendent Ray will be interviewing the top candidate later on this week.

Pine Hills will begin to input performance based standards into the national juvenile data base. Montana's information will now be included in the national snapshot relating to programming/training benchmarks, personnel evaluations, and program assessments. Staff at Pine will receive refresher education relative to use of force on juveniles. The on-site training will be through the Crisis Prevention Institute.

Ms. McKenzie stated that youth need to be included in the department's global reentry strategic plan. Youth Services has been focused on reentry for a number of years and will make recommendations to the adult reentry efforts regarding what has worked for juveniles. She also mentioned that a strategic department plan needs to be in place prior to the department applying for 2nd Chance Act grant monies.

The psychologist and principal at Riverside may be retiring in the near future. The current psychologist is actively recruiting potential replacements for his position.

The Youth Transition Center facility in Great Falls is no longer adequate to meet the needs of youth that are housed there. Ms. McKenzie is looking at various options relative to the existing building and the possibility of working with a private vendor for the female youth housed at the facility.

Juvenile populations are down in all facilities which reflect good work administering JDIP funds and community based programs that help keep youth out of secure facilities. Ms. McKenzie has alerted her staff to the escalating cost per day of a consistently low population of youth in secure facilities and asked them for creative ideas to lower the costs. Pine Hills is exploring the possibility of opening up a mental health wing.

Ross Swanson

Mr. Swanson reported for Gayle Lambert

The ranch is in the middle of calving season and inmate workers are gearing up for spring ranch work. The upholstery/furniture shop is working with U of M regarding making furniture for the school.

Jim Pagels has been hired as the reentry case manager. He will work with Sam Casey and in cooperation with reentry staff at MSP.

Ms. Lambert is exploring the possibility of re-implementing the commercial driver license training program for offenders. Having a CDL would be a good tool in applying for jobs in the oilfield boom in eastern Montana.

Leroy Kirkegard

Twenty new correctional officers have been hired. His message to the new employee orientation group is one of need for respect and professionalism. The department's Code of Ethics is critical and he reminds staff to always be aware of the parameters of professionalism when dealing with offenders. Unit Managers are going to be assigned to their posts for five years and Case Managers will be assigned for four years.

MSP's visiting policy has been revised: there is different visiting days for offender families with small children; offenders can now have brief physical contact through hugging and briefly holding their children on their laps. Entrance procedures have changed relative to outside people attending meetings with MSP administration and the correspondence policy is in final review.

Carl Nelson, maintenance service manager announced his retirement effective July 5. This will be a huge impact on MSP/MCE due to Carl's extensive knowledge and dedicated work ethic. Mr. Ferriter suggested the job be advertised on national correctional sites and follow the same process the department used in selecting the warden at MSP.

Pam Bunke

Contracts have been signed with the prerelease centers in Missoula and Billings as well as MASC. Bozeman and Great Falls prerelease contracts are still pending. Ms. Bunke expressed her thanks to the hard work of Diana Koch and Rhonda Schaffer regarding the various contracts.

ACCD holds weekly conference calls with MSP IPPO's, POII's, regional administrators and key ACCD staff relative to the division's reentry efforts. The weekly calls give guidelines to everyone involved on coordinated reentry planning to ramp up for the July 1st date. The Billings reentry group is still very enthused while the offenders haven't been totally engaged in the process.

The division is beginning to work on their rainbow book and each program will have information regarding the programs' reentry plans.

Bob Anez

Mr. Anez stressed the importance of having updated and factual information contained in department program brochures that are handed out at career/recruitment fairs. He asked team members to have their staffs work with him and Ms. Slaughter in developing their brochures for content, consistent statistical information, etc.

He said he's beginning to work on the 2013 biennial report. The report is a blueprint for upcoming legislative presentations. The report size (number of pages) has reached its limit. Division administrators were asked to review their narratives as well as statistical information - review for redundancy, inaccurate/missing statistics, and program updates.

Discussion was held regarding the department's newsletter. Staff are being taxed to submit articles for the every other month publication. The new webmaster will be involved to try to educate staff to use the Intranet for departmental news and updates between editions. The *Signpost* is a very valuable communication tool but the team decided to have the newsletter published on a quarterly basis.

Rhonda Schaffer

Ms. Schaffer was presented with a framed certificate of service as well as a lapel pin reflecting her 20 years of service to the department.

There have been staff changes in the Administrative and Financial Services Division. April Grady has been temporarily assigned for one year to the contracts bureau as part of the division's succession planning. Lena Havron has transferred back to her previous secure facilities budget analyst position. The quality assurance position will be re-posted. Two managed care nurses have been hired but the decision as to statewide coverage has not been finalized. There were 75 applicants for the collection tech position.

Budget Status Report:

- ❖ A report will be generated for May and budget projections will be tied to offender population projections. Ms. Schaffer stated pending retirement payouts will be considered in the budget projections.

Fleet Management:

- ❖ Ms. Schaffer said that there was only 75% compliance on submitting vehicle reports. The bureau is short two staff, therefore a reporting reminder to staff was not sent out.

Contracts:

- ❖ A contract reporting analysis for the second quarter of 2012 reflected that the 42 required contract liaisons sent in 226 contract reports. Six reports were not received on time giving the department a score of 97.35% compliant.

A memo from Ms. Schaffer was sent to DOC administrators regarding the Governor's approval for state agencies to begin paying for professional licenses. If any department staff has to pay professional licenses as a condition of employment, please have them submit a voucher for reimbursement. A copy of the paid receipt has to be attached to a travel expense voucher and sent to payroll.

Diana Koch

Ms. Koch reported the administrative rules for the education reimbursement for exonerated offenders have been drafted and a public hearing was held, comments were accepted, and the rules will be sent to the Secretary of State's office for publication and adoption; Mike Manion, Department of Administration, is considering the suggested amendments for his agency's administrative rules for inmate drivers; JDIP rules have been drafted; amendments have been made to the Board of Pardons and Parole rules; administrative rules for Youth Services Division and Community Corrections will be drafted as time permits.

John Daugherty

Population Management:

- ❖ A population management update was postponed until the May 7th population meeting.

Tom Wilson

Mr. Wilson, religious activities coordinator at MSP, gave a power point titled *Vision Casting*. He was one of the four people involved in succession planning at MSP. His presentation focused on the "why" relative to our jobs; why *why* is important, what *why* could look like at MSP, and how to create a culture that

understands *why*. He went on to say the reason *why* is important because it speaks to the deepest part of who we are...and that's what motivates us.

The Management Team was very impressed and recommended he give the presentation to the Leadership /Montana Correctional Association conference in Bozeman August 21-23.

MATIC – Greg Schultz, Dale Tunnell, Bill Barker

Mr. Schultz is the intelligence analyst at MATIC (Montana All Threat Intelligence Center). He said the department is allowed to gather intelligence through authority in MCA 44-5-103(5). Intelligence is compiled two ways: tactical and strategic. A proposed Intelligence Unit implementation plan was discussed. One of the goals listed in the plan is for the Intelligence Unit to establish better lines of communication between MSP, the Unit, P&P field officers, and other service providers. The primary objective of the Unit would be to establish an intelligence gathering/dissemination model that would meet the resource needs of probation and parole field officers, personnel in secure facilities, and the analysts who evaluate raw information and return it to the field officer in a useful context. The Unit would primarily focus on gathering, analyzing and disseminating intelligence information that specifically relates to DOC's offender population.

Reentry Initiative update:

Mr. Ferriter sent a memo to Wardens Acton and Kirkegard, Gayle Lambert, and Pam Bunke relative to his expectations of them to develop an outline and timeline of key steps they will take to activate and support the department's recidivism reduction efforts for the targeted populations. The plans will include the specific and detailed actions staff will take to work directly with the targeted inmate population. Mr. Ferriter urged the four administrators to jointly review the plans prior to finalization to ensure their outlines comport with the needs and expectations of the four targeted divisions. The outlines and timelines are to be submitted in writing to Mr. Ferriter by May 18.

Ms. Bunke reported that the risk/needs assessment tool is creating problems for IT staff relative to automation. The ORAS system has to dovetail with OMIS and it could take up to a year to implement. A paper version of the tool will be used on a pool of 20 offenders and assessment feedback will be reviewed. She stressed the importance of communication with prerelease center case managers and IPPO's as well as regional administrators working toward a cohesive reentry plan for offenders. Mr. Ferriter stated that IPPO's work for the regional administrators and it is imperative they have open lines of communication relative to offenders' successful reentry back into their communities.

Public comment: None

Next Meeting: to be held in conjunction with Leadership/MCA conference Aug21-23, Bozeman, MT.